

Subject: A FR's view of the 2021 PES

Thank you for allowing me to help out with the Post Enumeration Survey. It's always fun to learn something new and collaborate with fellow Census employees.

In reading the notes of all 42 cases prior to "go date", I quickly noticed a trend of frustrated households. After talking about this trend with my current CE FS, [REDACTED], and my PES FS, [REDACTED], I was encouraged and ready for the challenge of successfully completing my cases.

Now that I've had the opportunity to visit numerous households and meet lots of fantastic people, I feel the need to bring something to your attention. The respondents have asked me to make sure the Census Bureau knows of their experiences.

These households are *frustrated*. They feel *badgered* and *bullied*. They've been pestered by ringing doorbells and endless notes left at their doors. They've been visited by as many as eight different Census Bureau employees, mostly Enumerators, and mostly in the Summer/Fall of 2020 (but they talk as if it was yesterday). After completing the 2020 Census online, they completed it 2-4 more times with an Enumerator at their door. Oftentimes, they've completed the questions within a week of the time before. I'm hearing similar stories from *the majority* of homes I've visited. Many have mentioned that they "feel *targeted*" and have "felt *harassed* by the Census Bureau". One respondent told me her husband purchased a RING doorbell *because of all the Census workers coming to their door!* (By the way, she completed the interview with me)

I understand the Census Bureau experienced some unique challenges with the introduction of the online option, and training/supervising new Enumerators during a pandemic, but we need to do better. We need to leave the public feeling good about participating in the Census. We need them to *want* to participate again in 2030. Additionally, the Census Bureau needs the public to open their doors and help complete the 120+ surveys that I, and many other Field Reps, work on every day.

As a Permanent Part-Time Employee of the Census Bureau, I have felt a strong responsibility to show professionalism and to leave each respondent feeling positive about the Census Bureau, and the Decennial Census.

Thank you for taking the time to read this email. Please, reach out to me if you have any questions.

I heard an interesting quote/statistic years ago when waiting tables to pay for my college, "If you have a good meal, you might tell 1-3 people. But, if you have a bad meal, you'll tell no fewer than 8 people." It makes me wonder how many folks are hearing of the awful experiences had by many during the 2021 Decennial Census.